

# **Social Skills**

## **CONFLICT MANAGEMENT SKILLS**

Compromise and Negotiation

Leaving Stressful Situations

Disagreeing with Another's Opinion without Arguing

Responding to Untrue Accusations

Making Apologies

# Social Skills

## Compromise and Negotiation

- Step 1.** Explain your viewpoint briefly.
- Step 2.** Listen to the other person's viewpoint.
- Step 3.** Repeat the other person's viewpoint.
- Step 4.** Suggest a compromise.

# Social Skills

## Leaving Stressful Situations

- Step 1.** Determine whether the situation is stressful (i.e., tune in to your thoughts, feelings, and physical sensations).
- Step 2.** Tell the other person that the situation is stressful and that you must leave.
- Step 3.** If there is a conflict, tell the person that you will discuss it with them at another time.
- Step 4.** Leave the situation.

# **Social Skills**

## **Disagreeing with Another's Opinion without Arguing**

- Step 1.** Briefly state your point of view.
- Step 2.** Listen to the other person's opinion without interrupting.
- Step 3.** If you don't agree with the other person's opinion, simply say that it is OK to disagree.
- Step 4.** End the conversation or move on to another topic.

# Social Skills

## Responding to Untrue Accusations

- Step 1.** Using a *calm* voice, simply deny the accusation.
- Step 2.** If the other person continues to accuse you, ask the person to stop.
- Step 3.** If the person does not stop accusing you, tell them that you are going to ask a staff member to assist with the situation.
- Step 4.** Walk away and get assistance if necessary.

# Social Skills

## Making Apologies

- Step 1.** Look at the person.
- Step 2.** State the apology: "I'm sorry for \_\_\_\_\_."
- Step 3.** If realistic, assure the person that it won't happen in the future.